SAP Business Intelligence Reporting

Additional Information/Getting Help

Washington State HRMS Business Intelligence (BI) Self-Paced Learning Materials

General Topics – BI End Users/Power Users

Additional Information/Getting Help

The following information is provided as a resource for getting help on frequently asked BI-related questions.

In most cases, the first point of reference will be the BI Self-Paced Learning Materials:

http://www.dop.wa.gov/payroll/HRMS/Training/Pages/BusinessIntelligenceTraining.aspx

Question	Answer	Resource
What kind of training is available for BI?	• BI End Users and BI Power Users: Use the BI Self Paced Learning Materials. These have step-by-step instructions for running BI Custom Reports from the HRMS Portal. Note: Course Code 01-04-BI02 ½ day workshops will be scheduled to provide an overview of the BI Self Paced Learning Materials if needed (workshop covers the same materials). • BI Power Users (only): Course Code 01-04-BI01 Full day workshops will be scheduled to provide overview of creating ad hoc queries via BEx reporting tools.	1. HRMS Customer Support Website http://www.dop.wa.gov/HRMS/CustomerSupport/ 2. BI Self-Paced Learning Materials 3. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400
How do I know if I'm a BI End User or BI Power User?	• Refer to the description of BI End Users and BI Power Users in the BI Self-Paced Learning Materials (see *BI Concepts*). • Contact your Agency Security User ID Administrator.	1. BI Self-Paced Learning Materials 2. Agency Security User ID Administrator 3. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400
How do I find a Power User within my Agency?	• Contact your Agency Security User ID Administrator.	1. Agency Security User ID Administrator 2. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400
How do I perform a function in a BI Custom Report (such as filter or sort)?	• Refer to the BI Self-Paced Learning Materials (see *BI Report Context Menu*). • Contact your Agency BI Power User.	1. BI Self-Paced Learning Materials 2. Agency BI Power User 3. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400

The BI reports:
•Contain a large number of columns and rows
•Contain data I don't need
 	
How do I remove columns or rows and filter on specific data in the reports?
	▪ BI Custom reports were designed to provide users with flexible reporting options. Users have the ability to add/remove rows or columns, filter report results, sort report results and save their user-defined settings as Bookmarks for future use.
	
	Refer to the following BI Self-Paced Learning Materials for information on running reports with user-defined settings:
	    ▪*BI Report Context Menu*
	    ▪*BI Financial InfoCube, BI Grievance Cube, and the BI E-Recruiting Cube* (for information on running BI Financial, Grievance, and E-recruiting reports with user-defined settings)
		1. BI Self-Paced Learning Materials
		2. Agency BI Power User
		3. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400

Continued…

Additional Information/Getting Help, Cont...

Question	Answer	Resource
How do I access the HRMS Portal?	• Refer to the BI Self-Paced Learning Materials (see *Logging on to HRMS Portal*).	1. BI Self-Paced Learning Materials 2. Agency Security User ID Administrator 3. Agency BI Power User 4. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400
Why can't I see the 'BI Reporting" tab on the HRMS Portal?	• May not have the Business Intelligence assigned in the HRMS Portal security.	1. Agency Security User ID Administrator 2. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400
What do I do if: •My BI User ID and Password is locked •I forgot my BI User ID and Password •I didn't receive a BI User ID and Password	• Contact your Agency Security User ID Administrator.	1. Agency Security User ID Administrator 2. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400

I receive error "not authorized for infocube" (error will identify cube) when attempting to run a BI report.	• You may not have access to an InfoProvider (InfoCube). Users are mapped to the following InfoProvider Roles:
	  1. "HR/Payroll/Time data"
	  2. "HR/Payroll/Time with Financial data"
	  3. "Financial data only"
		1. BI Self-Paced Learning Materials
		2. Agency Security User ID Administrator
		3. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400

How do I find the Agency Security User ID Administrator in my agency?	• Contact your Agency BI Power User. • Contact the DOP Help Desk.	1. Agency BI Power User 2. DOP Help Desk (helpdesk@dop.wa.gov) (360) 664-6400